

IKEA Buyback Service

Effective Date: 17 February 2026 (v2)

Terms & Conditions

1. **Agreement:** These terms and conditions form a legally binding contract between you, (“Customer”, “you”, “your”), and IKEA Pty Limited (“IKEA”, “we”, “us” and “our”), and govern the terms offers with our Mattress Removal Service.
2. **IKEA Buyback Service:** IKEA offers a ‘buyback’ service (the **Service**) where upon assessment, IKEA will offer (at its sole discretion) to purchase your preloved selected IKEA products brought into any of our IKEA Australia retail stores. If your preloved products are accepted under this Service, you will receive an ‘IKEA refund’ card (which will be redeemable at IKEA either in-store and/or online) to the value as agreed for the IKEA products.
3. **Terms of Service:** By requesting the Service, you acknowledge and accept the following:
 - a. The product(s) must be a product that IKEA Australia is currently accepting as part of this Service offered (please check our website here for up-to-date information): <https://www.ikea.com/au/en/circular/buy-back/>
 - b. The IKEA product(s) must be:
 - a. In good, resaleable and fully functional condition;
 - b. properly assembled when presented for assessment;
 - c. clean and free from any modification, including, but not limited to colour/paint.
 - c. The quote generated online from our website must be obtained prior to you arriving into our store (and you must bring the products for this Service into the IKEA Retail store within **30 days** of the date of the quote).
 - d. The value will be given by way of an IKEA Refund Card only.
4. **IKEA Right of refusal:** You agree that any quote generated by IKEA Australia is not to be interpreted and/or considered as a guarantee of acceptance and that your IKEA products must be fully assessed by IKEA before acceptance by IKEA.

Should there be any deviations in the condition of the product(s) from the quote as generated, IKEA may (at its sole discretion) offer you a reduced price for consideration.

IKEA also retains sole and full discretion to refuse product(s) for any reason (including but not limited to: any detected or perceived abuse of the Service, deliberate profiting via price arbitrage, excessive volumes of products and/or if the quote is over 30 days from the date of generation).

5. **No change of minds:** Once the Service is accepted from the Customer and a Refund Card has been issued, the Customer acknowledges that there is no change of mind available. The items will be resold and/or donated at IKEA Australia's discretion.
6. **Excluded category of IKEA Products :** The following categories of products are not eligible for this Service:
 - a. Non-IKEA products
 - b. Home furnishing accessories including lighting and textiles
 - c. Products that is intended to be exposed to outdoor conditions, including any outdoor furniture
 - d. Mattresses and bed textiles (such as blankets and mattress toppers)
 - e. Kitchens (including bench tops, cabinets and fronts)
 - f. Modular wardrobes and accessories
 - g. Any electrical appliances/products
 - h. Bed frames (including bunk beds, loft beds and day-beds)
 - i. Any upholstery products (sofas, armchairs, footstools, chairs and stools) that do not comply with the Terms of Service (Clause 3)
7. **IKEA Refund Card:** The issued IKEA Refund Card is always subject to the IKEA Cards Terms and Conditions located here: <https://www.ikea.com/au/en/customer-service/terms-conditions/customer-service-and-services-pub200f61c0/>
8. **Not redeemable for cash:** This Service is not redeemable for any cash value or bank transfer under any circumstances.
9. **Australian Consumer Law:** The Service come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the Service, you are entitled:
 - a. to cancel your Service contract with us; and
 - b. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your agreement and obtain a refund for the unused portion of the contract.

10. **Limitation of liability:** By accepting these terms and conditions, the Customer acknowledges that no express or implied guarantee is provided to the Customer with respect to the purpose of the collection of the IKEA Products and that additionally IKEA is not liable to any loss or damage whatsoever suffered (including but not limited to indirect or consequential loss) or for personal injury suffered or sustained as a result of the provision of the Service, except for any liability which cannot be excluded by the Australian Consumer Law.



11. **Right to correct and adjust:** While great care has been taken to ensure accuracy of all prices and descriptions, IKEA reserves the right to update these terms and conditions and recommends the Customer reviews these terms and conditions prior to making payment for the services for any updates. IKEA reserves the right to change the terms and conditions from time to time to reflect changes to the law or changes to our services.
12. **Governing Law:** These terms and conditions are governed by the applicable laws in-force in New South Wales, Australia.